

CL-10712787-4752

NEF-010

[Redacted]

[Redacted] - Staunton, VA [Redacted]

[Redacted]

Local

Toll Free

Fax

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MAR 18 2013

March 9, 2016

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

To Whom It May Concern:

We purchased a 2012 Dodge RAM 5500 brand new from Dick Myers
Chrysler Dodge Jeep located on S Main St in Harrisonburg, VA 10/30/12.

It has since had 2 recalls on it: R36/NHTSA 15V-459 and R16/NHTSA
13V-527. Neither of these have been done they can't get parts. The
R16/NHSTA 13V-527 has supposedly been available for OVER 5 months
now and Dick Myers still doesn't have them.

Attached are the recall results for our truck.

Please get on them to get the necessary parts and please send our
\$100 gift card promised for inconvenience.

Sincerely,

[Redacted Signature]

NM
38916
SMP

Email

Recalls Results by VIN - Vehicle Identification Number

[Print](#) 

VIN: 3C7WDNBL8CG [REDACTED]

Year: 2012 Make: DODGE Model: RAM 5500 REGULAR CAB CHASSIS
4X4 168.5" WB

Number of Open Recalls: 2

NHTSA Recall Number: [13V-527](#)

Recall Date: May 8, 2015

Manufacturer Recall Number: R16

SUMMARY:

THE LEFT TIE ROD BALL STUD MAY FRACTURE UNDER CERTAIN DRIVING CONDITIONS.

SAFETY RISK:

THIS COULD CAUSE A LOSS OF DIRECTIONAL CONTROL AND/OR A CRASH WITHOUT WARNING.

REMEDY:

THE STEERING LINKAGE MUST BE REPLACED. TO REQUEST A PRELIMINARY REPURCHASE ESTIMATE FOR YOUR VEHICLE, CALL 1-844-840-3740.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

THIS RECALL DATA LAST REFRESHED: Mar 9, 2016

NHTSA Recall Number: [15V-459](#)

Recall Date: September 4, 2015

Manufacturer Recall Number: R36

SUMMARY:

THE STEERING WHEEL WIRE HARNESS MAY BECOME CHAFFED BY THE DRIVER AIRBAG MODULE RETAINER SPRING ENDS.

SAFETY RISK:

A CHAFFED STEERING WHEEL WIRE HARNESS COULD CAUSE AN ELECTRICAL SHORT AND/OR AN INADVERTENT DRIVER AIRBAG DEPLOYMENT. INADVERTENT DRIVER AIRBAG DEPLOYMENT, DURING CERTAIN DRIVING CONDITIONS, MAY INCREASE THE RISK OF A CRASH AND/OR VEHICLE OCCUPANT INJURY.

REMEDY:

THE STEERING WHEEL WIRE HARNESS WILL BE INSPECTED, AND IF NEEDED REPAIRED. THE STEERING WHEEL WIRE HARNESS WILL BE REROUTED AND SECURED TO PREVENT WIRE CHAFFING AND PROTECTIVE CAPS WILL BE INSTALLED ONTO THE AIRBAG RETAINER SPRING ENDS.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

THIS RECALL DATA LAST REFRESHED: Mar 9, 2016

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1990. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here: 3C7WDNBL8CG [REDACTED]

I'm not a robot

reCAPTCHA
Privacy - Terms

Submit



STEERING LINKAGE

R36-Steering Wiper
+
R16/NHTSA 13V-527

IMPORTANT SAFETY RECALL

This notice applies to your vehicle (VIN: 3C7WDNBL8CG [REDACTED]).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 through 2012 model year RAM 4500/5500 Cab Chassis trucks. This is a follow up to an earlier communication. FCA urges you to schedule your service appointment to have the recall remedy completed.

The problem is...

The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

What your dealer will do...

In an effort to remedy this condition and to satisfy our requirements under a Consent Order with the National Highway Traffic Safety Administration, FCA US offers you one of the following options:

1. FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering linkage. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules. For your inconvenience, FCA will provide you with a \$100 unrestricted gift card. This option is available now.
2. FCA US will repurchase your vehicle per the terms of the Consent Order. We are currently developing a repurchase process that will determine the fair market value of your vehicle based on mileage and condition. If you elect this option, you will be entitled to the fair market value (less any modifications) plus 10%. Please visit www.fcarecall.com for information on calculating a preliminary estimate of the fair market value of your vehicle. We expect this calculator to be available by September 1, 2015. You may contact your local dealer on or after October 1, 2015 to arrange for a final appraisal of your vehicle. This option will be available beginning October 1, 2015.
3. Through January 4, 2016, you can trade in your vehicle for a new Chrysler / Dodge / Jeep / Fiat or RAM vehicle and receive an additional incentive offer of \$2,000 towards the purchase of a new RAM Truck or \$1,000 towards the purchase of a new Dodge / Jeep / Chrysler or Fiat vehicle. This offer will be in addition to all other incentives available at the time of purchase. This option is available now through January 4, 2016.

What you must do to ensure your safety...

Simply contact your Chrysler, Jeep, Dodge or RAM dealer immediately to schedule a service appointment for Options 1 above. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. For Option 2, please contact your Chrysler, Jeep or Dodge dealer on or after October 1, 2015 to arrange for a final appraisal of your specific vehicle. For Option 3, immediately schedule a sales appointment. **Please bring this letter with you to your dealer.**

If you need help...

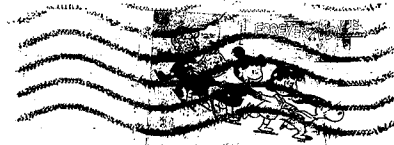
If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either recalls.mopar.com or 1-800-853-1403.



Staunton, VA

RICHMOND VA 230

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